

Definitions of Rating Categories:

- ***Exceptional*** – Performance substantially and consistently exceeds defined job expectations. The executive managers does outstanding work, regularly going beyond what is expected of executives in this job, and producing notably superior results. Superior performance and results are due to the efforts and skills of the executive manager. Any performance that is not exceeding expectations is minor or due to events not under the executive manager's control. The quality, quantity, and timeliness of accomplishments by the manager are exemplary.

During the rating period, employees in this category consistently demonstrate most, if not all, of the following:

- A substantial record of achievements, including unanticipated accomplishments that render a significant contribution to the organization
 - The accomplishment of business goals in an exemplary manner
 - Results are of high quality
 - A high degree of professionalism, political savvy, and knowledge in all endeavors
 - Initiative and dedication that go well above the call of duty to ensure organizational goals and objectives are achieved efficiently and effectively
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- ***Exceeds Expectations*** – Performance consistently meets, and regularly exceeds, defined job expectations. Overall, the quality, quantity, and timeliness of accomplishments by employees in this category are very good. Results clearly exceed most position requirements due to the efforts and skills of the executive manager. Managers in this category consistently contribute to the accomplishment of business objectives, frequently operate at a higher level, and demonstrate initiative in accomplishing additional achievements.
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- ***Successfully Meets Expectations*** – Performance consistently meets defined job expectations. The employee is successful in performing according to the expectations of the job. The quality, quantity, and timeliness of accomplishments by executive managers in this category are good. Managers performing at this level are valuable to the organization and are consistently productive, effective, and reliable. They are proficient and sometimes exceed job expectations. The good performance is due to the manager's own efforts and skills. Occasionally, some core competencies may require additional skill development; however, overall performance contributes to the accomplishment of business objectives. This rating reflects that the manager is successful in making a solid, positive contribution to the organization.

- ***Needs Improvement*** – Performance generally fails to meet the defined job expectations, or requires frequent, close supervision and/or the redoing of work. The executive manager is not doing the job at the level expected for the position. Performance in this category generally fails to meet performance expectations and core competencies for the job. The overall performance in this category is determined to have a negative impact on operations, and the executive has not satisfactorily responded to feedback or coaching. Unsuccessful job performance is due to the manager's own lack of effort or skills. Immediate action by the manager to improve his/her performance on a consistent basis is required.